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for use of stenographers...

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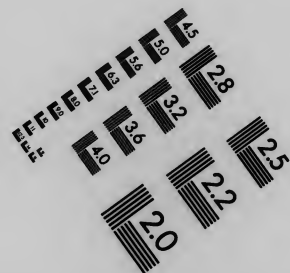
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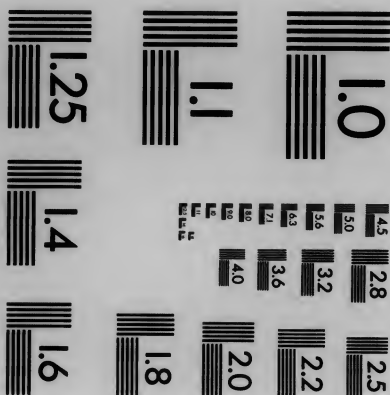


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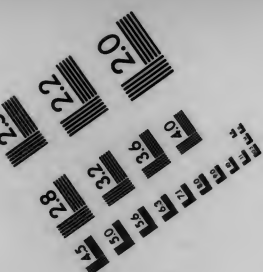
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## CORRESPONDENCE MANUAL

FOR USE OF STENOGRAPHERS  
and CORRESPONDENCE CLERKS

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JANUARY 1, 1929



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## FOREWORD

Correspondence plays an important part in the work of the Bureau of Foreign and Domestic Commerce. Letters going out from the organization represent official messages from the United States Department of Commerce, and those responsible for the preparation of correspondence should keep this fact in mind. Neat appearance, correct spelling, attractive and uniform mechanical make-up, and phraseology, which gives evidence of courtesy and tact on the part of the writer, are important factors in effective written communications.

The primary purpose of this pamphlet—the fourth printed edition of the Correspondence Manual—is to present the essentials relating to the external form of letters. These instructions are based upon many years of practical experience and are intended to encourage the adoption of the principle, long since accepted by the administrative officials of the organization, that the letters of the Bureau of Foreign and Domestic Commerce should be typographically correct, should appear attractive from the point of mechanical make-up, and should conform to accepted standards of Bureau practice.

This and previous editions of the Correspondence Manual have been prepared under the supervision of R. H. Brasel, Chief of the Division of Correspondence and Distribution. The present edition was compiled by G. A. Bush, of that division.

JANUARY, 1929.

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## CORRESPONDENCE MANUAL

### GENERAL INSTRUCTIONS

[Supplementary instructions, to be noted when writing letters for the signature of the Director, Acting Director, and Assistant Directors, Secretary of Commerce, Acting Secretary, and Assistant Secretaries, are outlined on pages 16-21. See also section on "The Various Classes of Correspondence."]

**Appearance of correspondence.**—It is essential that correspondence be typed neatly and accurately. A letter containing typographical errors could hardly fail to create an unfavorable impression on the part of the recipient, to such an extent, perhaps, as actually to detract from appreciation of or confidence in the subject matter. Such details, also, as clean paper, proper spacing, and a minimum of erasures are undoubtedly important in the Bureau's correspondence, much of which is directed to business people who have a most exacting regard for these points in their own offices.

A letter should never be struck over another, nor should erasures be apparent.

Black typewriter ribbon should be used for all correspondence.

**Promptness in handling correspondence.**—The rules of the Bureau require that all letters shall be acknowledged or answered in full within five days after their receipt. Not only chiefs of divisions and sections but stenographers and others concerned are held responsible for any undue delay in handling the correspondence on their desks. (See pp. 16, 18, 22, and 23.) When a complete reply to an incoming communication can not be furnished within the time limit mentioned and an individually written letter of acknowledgment seems uncalled for, formal acknowledgment may be made on Form 58. (See also proper use of suspense sheets, p. 9.)

**Date.**—The date should be placed on the upper right-hand corner of the letterhead, two spaces below the word "Washington," ending even with the right margin of the body of the letter.

In all instances the month should be written in full and the day of the month indicated in figures without "th," "rd," etc. (In the body of the letter also "th," "rd," etc., should be omitted, a date reference being written as "November 10" or "tenth of November.")

In general, correspondence prepared after 3 p. m. should be dated for the following day.

**Address.**—A dot is printed on the letterhead as a guide for beginning the address, so that it will be correctly placed for the window envelope now used. In cases where addresses of more than five lines are unavoidable, envelopes should be prepared. (See also "Foreign mail," pp. 14, 15.)

The address should be single spaced in all letters, each line after the first being indented five spaces more than the preceding line. When a portion of the address properly belonging on one line has to be continued on the next, there should be no punctuation mark between (unless the division occurs at a point where punctuation would ordinarily be required), and the continuation should be indented on the next line the usual five spaces.

The most common titles are Mrs., Miss, Mr., Messrs. Dr., Hon., Rev., Prof., and they may be so written in the address. It is preferable to write out the titles "Doctor" and "Professor" in full in the salutation and also in the body of the letter. Other titles, as appropriate, should be used when addressing titled citizens of foreign countries. (See example 4, p. 3.)

The official designation of a private or Government official should be placed on the line following his name. (See examples 2 and 4, p. 3.) This rule may be disregarded, however, when it is desired to shorten the address.

It is preferable to write out in full the words "Street," "Avenue," "Company," etc. Ordinal numbers used as names of streets and avenues should be spelled up to and including "one hundredth." No word or sign, as "No. 534 Fifth Avenue" or "#534 Fifth Avenue," should be placed before the street-address number. (Example 3, p. 3.)

The name of the State should not be abbreviated. (Exceptions: New York, N. Y.; Washington, D. C.) When the address is in Washington, D. C., the word "City" should not be written to designate destination. "New York, N. Y."

should be used instead of "New York City, N. Y." or "New York City."

In addressing letters to firms the following forms should be carefully observed:

If the incoming letter is signed:

Standard Chain Company,  
John C. Brown, President.

The Bureau's letter should be addressed to the Standard Chain Company, attention of Mr. John C. Brown, President, and the salutation should be "Gentlemen." (Example 1, below.) ("Attention," etc., is written two spaces below and to the right of the address proper, two spaces above the salutation, and should not extend beyond the right margin of the body of the letter. When necessary, two lines may be used for this reference.)

If the incoming letter is written on the letterhead of the Standard Chain Company, but is signed by Mr. Brown, our reply should be addressed: Mr. John C. Brown, President, Standard Chain Company. The salutation should be "Dear Sir" or, at the discretion of the writer, "Dear Mr. Brown."

- (1) Standard Chain Company,  
Cleveland, Ohio.  
Attention: Mr. John C. Brown, President.  
Gentlemen:
- (2) Mr. John C. Brown,  
President, Standard Chain Company,  
Cleveland, Ohio.  
Dear Sir: (or Dear Mr. Brown:)
- (3) The Smith Hardware Company,  
534 Fifth Avenue,  
New York, N. Y.  
Gentlemen:
- (4) Informal.  
Viscount de Lantsheere,  
Secretary, British Embassy,  
Washington, D. C.  
My dear Viscount de Lantsheere:

**Margin.**—The margin on both sides of the sheet should be approximately  $1\frac{1}{4}$  inches. Especial care should be taken to keep the right-hand margin even, as a jagged ending of lines

results in an unattractive appearance. The right margin may sometimes be slightly narrower than the left (never wider), but the best appearance is obtained by leaving the same amount of space on both sides. Margins should be as indicated above, whether the letter consists of only three or four lines or a whole page; also, the side margins on succeeding sheets should be the same width as those on the letterhead. A space of at least  $1\frac{1}{2}$  inches should be left at the top of all succeeding sheets, so that the upper portion of the page will not be difficult to read when the several sheets are pinned together. The margin at the bottom of any sheets to be continued, including the first page of the letter, should be approximately 1 inch. (See "Body of letter," below; also "Numbering pages," p. 6.)

**Reference number.**—The division preparing a letter should insert the division reference number, except in letters to members of the Bureau's staff prepared for a Director's signature, when that official's reference number should be inserted. No reference number should be written when the stationery of the Secretary's office is used.

**Salutation.**—The salutation should be placed three single spaces below the last line of the address, beginning at the left margin.

The form should be "Dear Sir:", "Dear Madam:", or "Gentlemen:", if the salutation given on the incoming letter is of like formality. Other salutations, as appropriate, may be used when addressing certain titled citizens of foreign countries. (See also "Correspondence with Members of Congress," p. 34.)

If the incoming letter is addressed in a less formal manner, or indicates in some other way that the writer is personally acquainted with officials of the Bureau, the salutation should show a like degree of intimacy, thus: "My dear Mr. Brown:", "Dear Mr. Brown:", or "Dear Brown:".

(See p. 17 regarding letters prepared for the signature of the Director and the Secretary.)

In addressing such firms as James Brown (Inc.), the correct salutation is "Gentlemen:", as these firms are corporations.

The salutation should be followed by a colon.

**Body of letter.**—The body of the letter should begin one double space below the salutation, the first line being indented

five spaces. It is preferable to double space all letters of less than 10 lines. Longer letters should be single spaced. When a letter requires more than one sheet, care should be taken that the last sheet contains more than the complimentary close and the signature, or other purely perfunctory matter that would show no connection with the preceding sheets.

The following points should be observed (see also "Suggestions to Correspondence Clerks and Others Dictating Letters"):

(a) *Capital letters.*—"Bureau" and "Department" should be capitalized when referring to the Bureau of Foreign and Domestic Commerce and the Department of Commerce, respectively.

"Division," "District Office," "Cooperative Office," etc., should be capitalized when referring to some specific division or office. "Exporters' Index" should be so written and quoted.

(b) *Hyphenating.*—Do not split syllables. When it is necessary to continue a word on the following line, care should be taken to bring the separation at the end of a syllable, as "syndicate" or "syndi-cate," not "synd-icate"; "Ameri-can" or "Ameri-can," not "Am-erican." When in doubt concerning the proper division of any word, consult a good dictionary or a standard manual of syllabication.

(c) *Paragraphs.*—The first line of each paragraph should be indented five spaces, and letters should be double spaced between paragraphs. Short paragraphs of one or two sentences should be avoided. Each paragraph, however, should contain but one distinct idea, and entirely different subjects or thoughts should be given in separate paragraphs. See also p. 22.)

(d) *Publications.*—Exact titles of publications should be written within quotation marks, as "Commerce Reports," "Statistical Abstract of the United States," "Monthly Summary of the Foreign Commerce of the United States." A partially quoted title, such as Monthly Summary, should not be written within quotation marks. The series and numerical reference of a publication, with its title, should be written as follows: Trade Promotion Series No. 48, "Markets for Pre-



pared Medicines." When the title is omitted, the series and numerical reference should not be inclosed within quotation marks.

Stenographers should consult the Catalogue of Publications of the Bureau of Foreign and Domestic Commerce for correct titles when mentioning those publications in correspondence.

When referring to the purchase of one of the Bureau's publications, it is suggested that the phrasing be somewhat as follows: Trade Promotion Series No. 48, "Markets for Prepared Medicines," may be purchased for 10 cents a copy from the Bureau's New York District Office, located at 734 Customhouse, or from the Superintendent of Documents, Government Printing Office, Washington, D. C.

Reference is first made to a District or "Old Plan" Cooperative Office as a source of supply; the publication is identified both by title and by series, and the word "cents" is not abbreviated. (See p. 30.)

**Numbering pages.**—When a letter requires more than one sheet, each sheet after the first should be numbered at the top, in the center of the page, using the figure only, preceded and followed by a hyphen. On "second sheets" the subject matter should begin approximately 1½ inches from the top of the page and the number of the page should be written two spaces above the subject matter. (See "Margins," p. 3, and "Body of the letter," p. 4.)

**Complimentary close.**—The complimentary close should be placed one double space below the last line of the body of the letter, beginning at the center. Only the first word should begin with a capital. The proper punctuation at the end is a comma. The following forms should be used:

General correspondence: Very truly yours.

Director or Acting Director: Cordially yours.

Assistant Director: Very truly yours.

Secretary of Commerce: See page 19.

Acting or Assistant Secretary of Commerce: Very truly yours.

For further instruction regarding letters for the Director's or the Secretary's signature, see pages 16-21.

**Title of person signing.**—A uniform style should be used in typing the name and title of the person who is to sign the letter.

Place the title six single spaces below the complimentary close, so that the last word of the title (when longer than the name) will end even with the right margin of the body of the letter. The typewritten name of the signer should be written one space above and centered over the title. In letters for the signature of the Secretary, however, the name of the signer should not be typed.

Neither the name of the signer nor his title should extend beyond the right-hand margin of the letter, but the longer line should be written so as to end even therewith, or nearly so.

In signing mail division chiefs may use the title "Chief," which should be followed by a comma.

The following examples show spacing, etc.:

Julius Klein,  
Director.

O. P. Hopkins,  
Assistant Director.

C. J. Junkin,  
Chief, Division of Commercial Laws.

In the absence of the chief of any division material ordinarily signed by him should be prepared for the signature of the assistant chief, as acting chief.

The signing of mail by the assistant chief while the chief of the division is on duty and the signing of certain classes of correspondence by employees other than the assistant chief should be governed by the general policy of the Bureau, which is to keep down to the minimum the signing of mail by others than the chief of the division. The application of this policy and the granting of such privileges are left to the discretion of the chief of the division. In any event, official letters signed by anyone in a division other than the chief while he is present should bear the approval of the chief of the division by means of his initials on the carbon for the general files.

**Inclosures.**—When an inclosure is to be forwarded with the letter, drop one double space from the title line and write



"Inclosure 434." starting at the left margin. (The specific number of designation is obtained from a blue inclosure tag.) When a letter is countersigned the inclosure reference should be written below the countersignature. The blue inclosure tag, bearing the same number as that written on the letter, should be pinned "squarely" to the inclosure in the upper left-hand corner. (Failure to pin or otherwise adequately fasten this identification tag may result in misdirection of the material in the mail room.) An inclosure consisting of several articles should be securely banded together, and the inclosure tag should be fastened to the top material.

A penalty label (often improperly referred to as "frank") should be addressed for a letter having inclosed material too bulky or heavy to be accommodated by the window envelope. (See Penalty Labels, also Foreign mail, p. 14.)

The word "Inclosure" should not be typed on a letter in which mention is made that accompanying material is being forwarded under separate cover. A "single" label should always be addressed for material to be forwarded under separate cover and sent by open mail. It is suggested that the date and reference number of the letter mentioning this accompanying material be indicated on the label in parentheses beneath and to the left of the address, as follows: (Re letter 7/3/28, ref. 40.)

Copies of correspondence written in the Bureau and sent as inclosures in letters to outside individuals or firms should always include the heading "Department of Commerce, Bureau of Foreign and Domestic Commerce." Thin letterheads would be appropriate for use in this connection. Copies of other communications sent as inclosures should include firm or corporation letterhead notation. The word "Copy" should be written at the top of any copied letter sent as an inclosure. (See also instructions regarding inclosures for letters to Members of Congress, p. 34, and "Arrangement of letters," p. 11.)

Material sent under separate cover to one of the Bureau's District Offices via special package (sometimes improperly referred to as "pouch") does not require an addressed single label but may be tagged somewhat as follows: To New York District Office (See Letter 7/3/28, ref. 40).

**Initials.**—The initials of the person dictating the letter and of the stenographer typing it should be placed one double space below the "Inclosure" line, beginning at the left margin, and should appear on the carbon copies only. When there is no inclosure reference, the initials may be placed one double space below the title line.

**Postscripts.**—When a postscript is added, it should be the last written material in the letter and should not be preceded by the letters "P. S."

**Suspense sheets.**—Incoming correspondence on which additional information is awaited, or to which further reply will be made, should not be retained in a division until such action is taken, particularly if it deals with a matter which may be of interest to another division. Such correspondence should be sent to the Files Section (routing number, 12), accompanied by "suspense sheet" (Form 253) made out in duplicate; the original copy of the suspense sheet should be pinned on top of the incoming correspondence, the carbon copy of the suspense clipped over the original suspense sheet. The "call date" on the suspense sheet indicates the date the division desires the correspondence returned by the Files Section for further attention. If the division wishes to defer the "call date," the desired date should be written on both copies of the suspense and the material again routed to the Files Section. Data called for on the suspense sheet should be filled in, with the exception of "File," which is a notation for the Files Section.

**Other filed correspondence.**—When a file of correspondence borrowed from the Files Section by one division is passed on by that division to another office, Form 63, filled out and sent to the Files Section by the first division, will relieve that division of further responsibility.

**Carbon copies required.**—While it is essential that all carbon copies be distinct, the clearest carbon should be selected for the Bureau's permanent record maintained in the general files (routing number 12). The following indicates the carbons which are required for the different classes of letters, in addition to the customary carbons for the general files and the one or more carbons usually required for the files of the originating division:

(1) *Members of Congress.*—One carbon for the "contact file" maintained in the District Office Division, and which

should be marked "10"; one carbon on thin letterhead, marked "Duplicate copy," and with the initials of the dictator and stenographer omitted, to accompany letter as inclosure. The latter carbon is not required for letters signed by the Secretary or Acting Secretary.

(2) *District and Cooperative Offices of the Bureau.*—One carbon to be pinned to, and beneath, outgoing letter; one carbon for the files of the Division of District Offices (routing number 10).

(3) *Foreign offices of the Bureau.*—One carbon for the Foreign Service Division (routing number 7); one carbon for the files of the Division of Regional Information (routing number 23), only when the communication bears the counter-signature of Louis Domeratzky or when it embodies statements of policy. When writing to the Bureau's office at Wellington an extra carbon should be prepared and marked for the attention of the Sydney office; when writing to the office at Vancouver a carbon should be made for transmittal to the Ottawa office; and in writing to the Batavia office a carbon copy should be prepared and marked for Singapore.

(4) *Firms and individuals in the United States.*—One carbon for the files of the District or Cooperative Office covering the territory indicated by the address. This carbon should be marked "10" for routing to the Division of District Offices, which will forward it to the appropriate District or Cooperative Office. It should not be prepared for addresses in territory covered by the Washington office of the Bureau. (See list, which should be available in each division, showing allocation of territory to the Bureau and to the District and Cooperative Offices.) In this connection note that the carbon "10" referred to in this paragraph is not identical with that required in paragraph 1 under the instructions concerning letters to Members of Congress.

(5) *Firms and individuals in foreign countries.*—One carbon to be clipped (not pinned) to (and beneath) outgoing letter. This carbon is for the files of the Bureau's appropriate foreign office. (See p. 48.)

(6) *Liaison letters to the State Department.*—Three carbons to be pinned to (and beneath) outgoing letter. When a liaison letter to the State Department requests the forwarding of a

cablegram to or from a consular officer, an additional carbon should be prepared and marked "5." (See p. 52.)

(7) *Letters for Secretary's signature.*—One carbon for the files of the Secretary's Office.

(8) *Letters to the Department.*—It frequently happens, when sending to the Department communications which require the approval of the Secretary, Assistant Secretary, or Acting Secretary of Commerce, that only the originals of such letters are received from the bureaus, and it is thus rendered necessary for the Chief Clerk's office to make one or more additional copies.

In order that there be no delay in matters requiring the Department's approval on account of the lack of the proper number of copies, and to eliminate unnecessary work, the Bureau should observe the custom of furnishing a sufficient number of carbon copies of all letters requiring approval.

If the subject of the correspondence relates to appropriations or to personnel, the Chief Clerk's office should be furnished with two carbon copies thereof, one for the Disbursing Office or the Appointment Division and one for the Secretary's files. In all other cases one carbon should accompany the original letter for the files of the Secretary's Office.

*Arrangement of letters and documents.*—After letters have been typed, stenographers should arrange them, with accompanying carbons and documents, in the following order before turning them in for signature:

(a) *Letters to firms and individuals in the United States.*

1. The typewritten outgoing letter.
2. Inclosure, if any.
3. Carbon of reply for appropriate District or Cooperative Office, marked "10."
4. Incoming letter.
5. Carbon of reply, marked "12."
6. Any typewritten or pen or pencil memoranda connected with the particular case. Miscellaneous memoranda given to the stenographer with letters should never be destroyed unless the person dictating specifically directs that this be done.

Nos. 4, 5, and 6 should be pinned together in that order, with No. 4 on top. This material should be pinned or otherwise securely fastened in order that it may not become separated in

the Files Section. Nos. 1 to 6, inclusive, should be clipped or banded securely together in that order, with No. 1 on top, and the sheets neatly "squared."

(b) *Letters to Members of Congress.*—Arrangement same as in (a). The inclosure will include a carbon copy of the outgoing letter. For this type of letter, the carbon marked "10" is required for the "Contact file."

(c) *Letters to District and Cooperative Offices of the Bureau.*—Arrangement same as in (a) except that a carbon of the reply should be pinned to and beneath the outgoing letter.

(d) *Letters to foreign offices of the Bureau.*—Arrangement same as in (a) except that no carbon "10" should be prepared. Instead, under 3, a carbon should be furnished for the files of the Foreign Service Division and marked "7," and, when the letter is countersigned by Louis Domeratzky, or when it relates to policy, a carbon should be furnished for the files of the Division of Regional Information and marked "23." Also, other carbons are occasionally required, as indicated on page 10.

(e) *Letters to firms and individuals in foreign countries.*—Arrangement same as in (a) except that a carbon of the reply is to be clipped (not pinned) to, and beneath, the outgoing letter and no carbon "10" should be furnished. (See p. 14, "Foreign mail," relative to the preparation of envelopes or mailing labels.)

(f) *Liaison letters.*—Arrangements same as in (a) except that three carbon copies should be pinned to, and beneath, the outgoing letter and no carbon "10" should be furnished. In place of the "10" carbon, a carbon should be furnished for the Accounts Section and marked "5," when the liaison letter to the State Department requests the forwarding of a cablegram to or by a consular officer. (See also "Cables to Consuls," p. 52.)

**Miscellaneous.**—When one or more supplementary letters are written in connection with a subject treated of in an incoming letter, the stenographer should pin to the back of that incoming letter, in addition to the carbon of any direct reply, all file "12" copies of the supplementary letters bearing on the same inquiry. Supplementary outgoing letters should accompany the direct reply when submitted for official review.

In all outgoing correspondence it is essential that the incoming letter to which an outgoing letter refers should be

attached, or an indication of its contents and explanation for its not being attached should be given. If the case is complicated and there is obvious reason for attaching the entire file of previous correspondence, it should be attached when the letter goes in for signature or review. In each instance the official signing or reviewing mail must have all documents necessary to enable him to consider the letter without having to send to the Files Section for further data. If any memorandum is necessary to explain, to reviewer or signer, personal interviews or other matters involved in the letter, such memorandum should be prepared to accompany the outgoing letter. Memoranda referred to in this paragraph are to be on top with the outgoing letter and are not to be confused with the miscellaneous memoranda mentioned as item 6 under (a).

**Envelopes.**—Generally an envelope need not be prepared for a letter bearing address within the United States, unless such address is too lengthy to fit into the window envelope now in use or unless the letter is prepared for the Secretary's or Assistant Secretary's signature, in which case special stationery (including envelope) of such office should be used. Note also that a letter prepared for the signature of the Chief Clerk (except when that official is signing as Acting Assistant Secretary) requires the letterhead and envelope of the Chief Clerk's Office. (See also "Foreign mail," p. 14.)

A memorandum to a District Office does not require an envelope (or label), since it is transmitted in a special package.

A memorandum to a Cooperative Office does not require an envelope when such memorandum includes a complete address, as—

To: Foreign Trade Secretary,  
Chamber of Commerce,  
Cleveland, Ohio.

From: Transportation Division.

Subject: The B. & O. Canal.

The "To," "From," "Subject," notations may be omitted, if desired, from Cooperative Office memoranda. When omitted, however, the subject should be written at the right of the address and underscored.



There is no special-package service to Cooperative Offices; accordingly an envelope (or mailing label) should be prepared for a memorandum containing incomplete address, as—

To: Cleveland Cooperative Office.

From: Transportation Division, etc.

Letters to our Foreign Service usually go via pouch or in special packages and do not require envelopes (or mailing labels). When it is desired to send them by open mail, however, see instructions regarding foreign mail, below.

**Penalty labels** (often referred to as "franks").—In general, "single" white labels should be addressed for domestic mail too heavy or too bulky to fit into window envelopes. However, heavy or bulky material to District Offices is sent via special package and does not require a label. (Exceptions are taken care of in the mail room.) Labels are required on bulky communications to Cooperative Offices. (See also Foreign mail, immediately following, and Inclosures, p. 8.)

White "double" labels (franks) are used only in cases where the Superintendent of Documents is to mail out from the Government Printing Office free copies of publications from the Bureau's allotment. All "double" labels prepared should be routed through the Correspondence Division for approval.

**Foreign mail.**—Usually correspondence with foreign offices of the Bureau is sent through the pouch or in special packages and therefore requires neither envelope nor mailing label. A colored (blue or brown) foreign envelope, or colored mailing label, when correspondence is too bulky for envelope, should be prepared for all letters addressed to firms or individuals in foreign countries, exclusive of the Bureau's representatives. Such letters are sent through the pouch or in special packages to the appropriate foreign office of the Bureau and, after review at that office, are forwarded to the addressees. (See p. 48.)

When it is desired to send material by open mail, addressed either to foreign representatives of the Bureau or to foreign firms or individuals, a foreign envelope or mailing label should be prepared, and a tag should be clipped thereto bearing the notation "To be sent through open mail."

In addressing envelopes and mailing labels the name of the foreign country should be typed on a line by itself and written in capital letters.

United States white penalty envelopes and labels are used for mail going to the following foreign countries and possessions of the United States, except for that addressed to Bureau offices:

*Foreign countries.*—Canada, Cuba, Mexico, Newfoundland, Republic of Panama.

*Possessions of the United States.*—Porto Rico, the Virgin Islands, the Philippine Islands, Guam, Tutuila, and Manua and certain other islands of the Samoan group, and the Canal Zone. (Hawaii and Alaska are included in the term "United States" and mail thereto treated as domestic.)

All foreign mail should be routed to division 43 for mailing, except that all Bureau mail addressed to Canada should bear a tag containing the word "Canada" in place of the number "43." (These tags are attached in the Correspondence Division.)

## LETTERS FOR SIGNATURE OF DIRECTOR AND SECRETARY

INCLUDING ACTING DIRECTOR, ASSISTANT DIRECTORS, ACTING SECRETARY, AND ASSISTANT SECRETARIES

Correspondence for signature of any of the above officials should be prepared in accordance with preceding instructions, with the exceptions or supplementary instructions outlined below.

**Director and Acting Director.**—When in doubt on any point regarding letters for the Director's signature, consult with the Director's secretary.

Mail for the signature of the Director or Acting Director must be handled as promptly as possible. A red tag should be clipped to such correspondence to indicate that it is to be expedited.

Neatness is essential. A letter must not show erasures or changes.

**Carbons.**—No carbon copies of letters dictated in divisions for the Director's signature are required for the Director's office. When a letter to a Member of Congress is prepared, a carbon copy should be furnished for the "Contact file" maintained in the District Office Division. This carbon should be marked "10." (Every letter to a Member of Congress requires a carbon copy written on thin letterhead to be sent as an inclosure. The initials of the dictator and stenographer should not appear on this carbon copy.)

**Style.**—In general practice the style of the letter should correspond with the tone and formality of the incoming letter.

Division chiefs and others dictating letters for the Director's signature should keep in mind the fact that the letter is to be signed by the Director and should avoid the use of the pronoun "we." Reference to a division should be by name, as "the ——— Division of this Bureau."

**Reference number.**—The division preparing the letter should insert its reference number, except on letters prepared for the Director's signature to members of the Bureau's staff. (See pp. 41 and 44.)

**Salutation.**—For general correspondence, regardless of the formality of the letter to the Director, the individual signer of the incoming letter should be addressed as "Dear Mr. ———." However, where letters received indicate a more intimate degree of relationship, the salutation should show a like degree of intimacy.

Letters to Senators, Representatives, Governors, and Mayors should be addressed as follows: "My dear Senator," "My dear Congressman" (or in the case of a woman official, "My dear Mrs. ———"), "My dear Governor," "My dear Mr. Mayor." When letters to such officials would seem to require a more intimate salutation, the Director's secretary should be consulted. Salutations above indicated are also appropriate for letters prepared for the signature of the Secretary.

Members of the Bureau's staff at home or abroad should be addressed by last name only, for example, "Dear Jones."

**Complimentary close.**—The words "Cordially yours" should be written two spaces below the last line of the body of the letter and should begin at the center.

**Countersignature.**—Letters to members of the Bureau's staff for the signature of the Director, Acting Director, or an Assistant Director should not be countersigned. (See pp. 41 and 44.)

**Miscellaneous.**—A number of identical letters should not be written for the Director's signature unless a copy has first been submitted to that office for approval.

All letters for the signature of the Director or Acting Director should be routed, for approval and initialing, through the office of the Assistant Director having jurisdiction over the originating division. (See organization chart on file in each division.)

The Director wishes to be kept informed as to matters of importance but wishes also to be relieved of the signing of mail in those instances where the nature of the case does not require his official signature. There should be genuine cooperation among all members of the Bureau having any part in the preparation of correspondence, and it should be their purpose to see that no correspondence leaves the Bureau that may cause embarrassment, and that no letters are written by one person touching the work of another without keeping



the other informed of the fact through carbon, memorandum, or some other positive check. (See also "The various classes of correspondence," particularly correspondence with Members of Congress.)

**Assistant Director.**—Rules outlined above apply to letters prepared for the signature of Assistant Directors, with the exception of the complimentary closing, which in most cases should be "Very truly yours."

Mail should be prepared for the signature of the Assistant Directors in accordance with the organization chart showing the division responsible to each Assistant Director. (This is a photostated chart on file in each division.)

**Secretary of Commerce, Acting Secretary, and Assistant Secretaries.**—A letter of acknowledgment for the signature of one of the above officials should be prepared within 24 hours after receipt in the Bureau of the incoming letter.

Special handling should be arranged to expedite compliance with Bureau routine and delivery to the office of the Chief Clerk of the Department.

Instructions on any reference slips from the Office of the Secretary, Assistant Secretary, or the Chief Clerk should be followed in detail.

Neatness is essential; erasures must not be apparent.

When there is doubt regarding appropriate address or signature, or when the policy to be followed is not clearly understood, the Chief of the Correspondence Division of the Bureau should be consulted.

Letters written for the signature of any of the above officials should be approved by the appropriate Assistant Director, whose initials should appear on the carbon for the Secretary's files.

**Carbons.**—One is required for the Secretary's Office, one for General Files (routing number 12), and the customary number for the files of the originating division. (See also "Letters to the Department," p. 11.)

**Stationery.**—Use stationery of the Secretary's Office, including envelopes, for letters to be signed by the Secretary or the Acting Secretary, and letterheads and envelopes of the Assistant Secretary's Office when that title is used.

**Style.**—A letter prepared for the signature of one of the above officials should be written from the viewpoint of that official. Any reference to a division should be by name and Bureau, as "the ——— Division of the Bureau of Foreign and Domestic Commerce." Avoid the use of the pronoun "we."

**Reference number.**—No reference number should be given.

**Address and salutation.**—Some approved forms are:

The President,  
The White House.  
My dear Mr. President.

The Honorable,  
The Secretary of State,  
Washington, D. C.  
My dear Mr. Secretary.

(See also Salutation, p. 17, and Miscellaneous, p. 20.)

**Complimentary closing.**—

**Secretary:** (Stenographer should ascertain and insert herein the current form. Any form subsequently adopted may be noted in the Daily Bulletin.)

**Acting or Assistant Secretary:** Very truly yours.

**Signature.**—The name of the Secretary, Acting Secretary, or Assistant Secretary should not be typed, but the complete title, "Secretary of Commerce," "Acting Secretary of Commerce," or "Assistant Secretary of Commerce," should be typed six spaces below the complimentary closing, ending even with the right-hand margin.

When the Office of the Secretary or the Chief Clerk refers a letter to the Bureau for reply, the signature to be used is usually indicated on an accompanying slip.

In general, letters originating in the Bureau will be signed by the *Secretary* when he is known to be personally interested in the correspondent or the subject, or when a matter of important policy upon which he should pass is treated. This refers particularly to certain letters to Cabinet officers and the heads of independent boards or commissions of the Government.

Routine letters to Cabinet officers (exception, see liaison letters, p. 36) and the heads of independent boards or commissions of the Government, or other letters to such officials of a

technical nature rather than those involving questions of policy, should be prepared for the signature of the *Acting Secretary*; also, in general, such letters to firms or individuals, members of the Supreme Court, and Members of Congress as can not appropriately be handled by this Bureau.

Mail should be prepared for the signature of an *Assistant Secretary* only upon specific request from the office of the Secretary or of the Chief Clerk. In the absence of specific instructions, mail which would appear to be appropriate for the signature of an Assistant Secretary should be signed by the Acting Secretary of Commerce.

*Miscellaneous.*—Generally, a reply to a letter from an Assistant Secretary or Acting Secretary of another Department should be addressed to the Secretary of that Department, acknowledging in the introductory sentence the source of the incoming letter somewhat as follows: "This Department is in receipt of a communication from Assistant Secretary Walter E. Jones, dated," etc.; or, "I have Assistant Secretary Jones's letter of —." (This does not apply to liaison letters. See pp. 36 and 37.)

When a reply to an incoming letter addressed to the Secretary is to be prepared for the signature of the Acting Secretary (or, infrequently, an Assistant Secretary), the introductory sentence should be somewhat as follows: "Your letter of —, addressed to Secretary —, has been referred to me for reply."

A lengthy discussion of a technical subject should not be incorporated in a letter for the signature of one of the above-mentioned officials. When it is necessary for the Bureau to furnish a considerable amount of technical information, it should be submitted in a memorandum from the Director or from the division chief to the Secretary or Assistant Secretary, with a covering letter prepared for the signature of the official addressed in the memorandum.

It is often desirable to encourage a private individual or firm to address the Bureau direct. In that event it is suggested that the following, or similar expression, be used in the covering letter: "I have asked the Bureau of Foreign and Domestic Commerce to inform you if anything further develops in this connection."

As above indicated, memoranda, cablegrams, and reports may be addressed by a division chief direct to the Secretary. (All such material, however, must be routed through the office of the appropriate Assistant Director.) The form may be as follows:

To: The Secretary of Commerce.

From: W. H. Rastall, Chief, Industrial Machinery Division.

Subject: —.

(For carbons, see Letters to the Department, p. 11.)

Many letters addressed to the Secretary are referred to the Bureau for direct reply. In handling such a letter, whether for the signature of a division chief or of a Director, courteous reference should be made to the fact that the communication has reached the Bureau from the Secretary's office. In many cases it would be desirable to amplify the routine reference with comment to the effect that "as matters relating to the administration of the Bureau's foreign service" (or whatever may be the subject) "are handled by this Bureau, the Secretary has referred your communication to this Division" (or to me) "for appropriate attention."

The Bureau should not attempt to reply to letters referred to it through error from the Office of the Secretary or the Chief Clerk of the Department. If the subject matter pertains to the work of another Bureau, the letter should be returned to the forwarding office for proper routing.

#### SUPPLEMENTARY INSTRUCTIONS APPLYING TO ALL CORRESPONDENCE

**Review of outgoing correspondence.**—All official correspondence forwarded under the penalty privilege should be sent unsealed through the usual channels for review before it leaves the Bureau.

**Suggestions to correspondence clerks and others dictating letters.**—Everyone preparing mail should take pride in the manner of its preparation. It is highly advisable for all persons dictating to stenographers to have the contents and treatment and phraseology well in mind before summoning the stenographer for dictation. This will improve the wording of letters and enable the stenographers to make greater use of their time.

Those dictating correspondence in the Bureau should start with the viewpoint that the inquirer is entitled to as much service as the Bureau can properly render. In rendering this service the Bureau should at all times be cordial and its correspondence should be free from cold and bureaucratic notes.

Paragraphs of one or two sentences should be avoided. However, relatively short but courteous sentences and paragraphs are an outstanding merit in business correspondence. Involved literary masterpieces are out of place, and a solid page of unbroken type should be avoided whenever possible. A letter of one page or less containing adequate information is preferable to a longer letter.

Attention has been called in a previous part of this manual to the Bureau's rule requiring that all letters be acknowledged or answered within five days after their receipt. In connection with this general subject the following quotation from instructions issued by the Chief Clerk should be carefully read, as it indicates the policy to be followed in handling inquiries which require considerable time:

"The Secretary has again called to the Bureau's attention the importance of promptly acknowledging the receipt of communications in cases where an immediate response is not possible. It is found that in a number of cases letters are received to which an immediate reply can not be given and which are referred for research or other treatment without immediate acknowledgment of them being made. Looked at from the viewpoint of the writer of the letter, this leaves him in the dark. Kindly be careful to see that acknowledgments are made promptly in cases where an answer can not be sent at once. (Form 58 is appropriate for use in this connection, when an individually written acknowledgment is deemed unnecessary.)

"It sometimes happens that letters call for research that may take several weeks or even months. In such cases it is not sufficient to acknowledge the letters, to proceed with the work, and to do no more. The writer in that case, after his acknowledgment, is left wondering after a few weeks have passed what has become of the matter. Note should be taken in such cases to inform the writer of the letter briefly at due intervals of the progress making on his matter, using our suspense system to call the matter up. (See 'Suspense sheets,' p. 9.) If, for example, the letter presents a problem requiring several weeks, the writer should be told, say, at the end of a week or 10 days, that the subject of his letter of such a date

is receiving care, and that such and such progress is making. In brief, he should not be left to wonder whether his letter is lost in the mazes of a Government department.

"Attention to these apparently small matters in correspondence will greatly add to the public good will toward the Bureau, for they will show its regard for the wishes of its correspondents."

In handling mail for the signature of the Secretary, or other correspondence that is important and urgent, it is best to act immediately. The 24-hour and the 5-day limit are mere safeguards.

In all letters direct answers giving the desired information should be made if possible and proper. Formal acknowledgments in all instances are to be avoided when a letter calls for any information or action which the Bureau can immediately furnish.



## MISCELLANEOUS <sup>1</sup>

*Split infinitives.*—An infinitive phrase should not be separated by a modifying word as "to carefully choose" or "to in any way change." These expressions should read: "Carefully to choose" or "to choose carefully"; "to change in any way" or "in any way to change."

*Participial beginning or conclusion.*—A participle should not introduce a sentence unless it logically modifies the subject. The following is an example of bad construction: "Replying to your letter of July 5, the inquiry therein will be given prompt attention."

End letters with a complete sentence. This is preferable to a participial conclusion beginning with "hoping," "wishing," "trusting," or the like.

Words often confused in meaning, words often inappropriately used, and stock phrases.—Effort should be made to eliminate the use of so-called stock phrases. In addition to being obsolete in modern correspondence, these phrases are usually wordy and clumsy, and frequently they fail as used to convey the meaning intended.

*Above.*—The "above reason," incorrect; the "above-mentioned reason" or the "reason stated above," correct.

*Accidentally.*—Incorrect spelling of "accidentally."

*Accept and except.*—Accept means "to receive" or "to agree to"; except, as a verb, means "to exclude" and as a preposition means "with the exception of."

*Advise.*—Of legal origin and overworked. Confine it as much as possible to the actual giving of advice. Use "inform us" or "tell us."

*Affect and effect.*—Affect can not be used as a noun; effect, as a noun, means "result or product of some cause," "consequence." Affect, as a verb, means "to influence in part" (it also has a special meaning "to feign"); effect, as a verb, means "to bring about," "to accomplish wholly," "to achieve."

<sup>1</sup> Taken largely from Gardner's Better Business Letters and Century Collegiate Handbook.

*Already and all ready.*—Already means "by this time" or "beforehand"; all ready means "wholly ready." Examples: It is already attended to. It is all ready to be attended to.

*Alright.*—Incorrect spelling of "all right."

*Altogether and all together.*—Altogether means "wholly," "entirely"; all together means "collectively." Examples: He is altogether right. The bills were sent all together in one folder.

*Among.*—To be used only when speaking of more than two persons or things.

*Anxious.*—Frequently used incorrectly in place of "desirous." "Anxious" implies great eagerness or disquietude and suspense.

*Appraise and apprise.*—Appraise means "to set a price upon," or "to estimate"; apprise means "to inform," "to make known."

*As per.*—Of legal origin. Say "according to."

*At all times or at this time.*—Meaningless as usually found. "We are sending you at this time a catalogue."

*At hand or has come to hand.*—Obsolete phrases. Say "I have received."

*Away and way.*—"Away," adverb, should not be confused with "way," noun.

*Balance.*—Incorrect when used in the sense of "remainder."

*Beg.*—As in the phrases "beg to state" or "beg to remain." Relic of early formal courtesy, sounding unpleasantly servile to-day. "Wish" can often be used instead.

*Belgium.*—Should not be confused with the adjectival form "Belgian." This error is frequently made in connection with the use of other geographical names, such as "Argentina" for "Argentine," etc.

*Between.*—To be used when referring to two persons or things.

*But what.*—The use of "that" would be preferable. Example: There is no doubt that (but what) he will succeed.

*Claim.*—Claim means "to demand as a right." Incorrect for "maintain" or "assert."

*Contents carefully noted.*—Apparently intended to have a courteous sound, but meaningless and occupies valuable space.

*Data is.*—Incorrect. Data, the plural of datum, requires a plural verb or demonstrative pronoun.

*Due to.*—Use "because of" when referring to a verb. "Due to" should be used only when it refers definitely to a noun.

*Emigrate and immigrate.*—Emigrate means "to go out from a country"; immigrate means "to enter into a country."

*E. g.*—In business correspondence it is preferable to write out "for example."

*Esteemed.*—Should not be used as "your esteemed favor." The word is obsolete in this use.

*Etc.*—Confine use to indicate things of like kind that are suggested by preceding words. "And others" is often better.

*Everybody.*—Should be used with singular, not plural, verb.

*Every one.*—Should be used with a singular verb.

*Expect.*—Means "to look forward to." Hardly correct in the sense of "suppose."

*Favor.*—Wrongly used to mean "letter." A favor is a kindness rendered; a letter may do an act of kindness, but it is not itself a kindness. "I shall thank you for any favors you can show me" and "It will be a great favor if you can let me know at once" are correct uses of the word.

*Hand you.*—Obsolete. Say "send you."

*Herewith.*—In the phrase "I inclose herewith." Herewith, when used in reference to letters, means "in this envelope," an idea already contained in the word "inclose."

*I. e.*—In business correspondence it is preferable to write out "that is."

*If.*—Do not use for "whether." Example: I do not know "whether" (not if) it can be accomplished.

*Instants and instance.*—Instants means "small portions of time"; instance means "an example."

*Inst., ult., prox.*—Abbreviations of the Latin words instant, ultimo, proximo, used in legal documents to mean the present, the last, or the next month. Designate the month by its name.

*In and into.*—Examples of correct use: He walked "into" the office. He remained "in" the room.

*Its and it's.*—Its denotes possession; it's is the contraction of "it is."

*Kind.*—Often misused, as "your kind favor," "your kind letter." Another relic of servile courtesy. The word should be reserved for such acts of personal consideration and not used to describe ordinary letters or orders.

*Kindly.*—As in the phrase, "May I kindly ask you to fill out the inclosed blank?" It is correct to say "May I ask you kindly to fill out," etc., but "kindly" describes the act of filling and not the act of asking. Do not call your own act a kind one.

*Less and fewer.*—Less refers to quantity; fewer refers to number.

*Liabie, likely, and apt.*—Likely merely predicts; liable conveys the additional idea of harm or responsibility. Apt applies usually to persons, in the sense of "having natural capability," and sometimes to things, in the sense of "fitting," "appropriate."

*Loan.*—The noun "loan" is sometimes confused with the verb "lend." It is best to confine the use of "loan" as a verb to financial language.

*Most.*—Do not use for "almost." Example: Almost (not "most") all.

*Neither.*—To be used with "nor" and not with "or." "Neither" requires a singular verb.

*None.*—Literally "no one" and should, in theory, be singular. However, usage justifies it as either a singular or a plural.

*Oblige.*—In the last sentence of a letter, "and oblige, Yours very truly." This makes a weak ending, like the participial conclusion, and belongs to the same ancient date as "Your obliged and most obedient humble servant."

*O. K.*—Suffix forms, O. K'd and O. K.ing.

*Party.*—Not to be used for "person," except in legal phraseology.

*Please find inclosed.*—The reader will find what is inclosed; if you use "please," let it refer to what the reader shall do with what is inclosed.

*Practical and practicable.*—Practical means "derived from experience," "not theoretical"; practicable means "feasible," "capable of being put into practice."

*Principal and principle.*—Principal, as a noun, means a "sum of money" or "chief official of a school"; principle, as



a noun, means a "general truth," "motive," "rule." Principal, as an adjective, means "chief" or "leading." Principle can not be used as an adjective.

*Proposition.*—A word that has become business slang and is frequently used to mean almost anything. It really means a proposal or an undertaking.

*Proven.*—Often improperly used for "proved." "Proven" is practically obsolete.

*Same.*—Wrong when used as a pronoun, as "I regret the delay and hope same has not caused you inconvenience." It is always easy to avoid by the substitution of "it," "they," or "them," as, "I regret the delay and hope it has not caused you inconvenience."

*State.*—Overworked and formal. "Say" is usually better.

*Stationary and stationery.*—Stationary is an adjective meaning "fixed"; stationery is a noun meaning "writing materials."

*There is and there are.*—The verb should always agree in number with the noun that follows it.

*Viz.*—In business correspondence it is preferable to write out "namely."

*Way and away.*—"Way," noun, should not be confused with "away," adverb.

*We.*—More appropriate for newspaper editorials than for business letters.

*Writer.*—Wrong when used in the mistaken belief that it is improper to use the first person, as in the sentence, "Your letter has been referred to the writer," which should properly read "Your letter has been referred to me." When there is cause for telling your share in an action, the first person is correct and graceful.

*Would say, or wish to say.*—As in the sentence, "Replying to your letter, would say \* \* \*." Antiquated and wordy construction. Give your answer directly.

*Punctuation marks and proper spacing.*—The following are simple guides which may be followed generally:

Two spaces should be left after a period or a colon, one space after a comma or a semicolon.

Do not use superfluous commas or other marks of punctuation.

The apostrophe should not be used with the possessives its, his, hers, ours, yours, or theirs. (Indefinite pronouns in the possessive case take the apostrophe. Examples: One's, other's.)

Use a comma or a colon before quotations.

In general, parentheses may be used to inclose matter foreign to the main thought of the sentence.

A punctuation mark which would be used regardless of parenthesized material should follow rather than precede parentheses.

When confirmatory symbols or figures are inclosed within parentheses they should follow rather than precede the words they confirm. Example: The cost was three dollars (\$3) a day.

A quotation of several paragraphs should have quotation marks at the beginning of each paragraph and at the end of last paragraph.

A quotation within a quotation should be inclosed in single quotation marks; a quotation within that, in double marks.

In general, commas, periods, semicolons, question marks, and exclamation points should be placed within quotation marks if they were a part of the original quotation; otherwise outside.

An omission from a quotation is indicated by periods.

## REVISIONS

[This page is to be used for making note of revisions of the Manual which will appear from time to time in the Daily Bulletin.]

Liaison letters (see p. 37) : Letters to the Department of State, referring to communications from consular officers, should indicate clearly the kind of communication in question, i. e., whether reference is made to a report, dispatch, or trade letter. In the case of a report or a dispatch, a reference should be made to the serial number, date, and subject; when trade letters are mentioned their dates and the names and addresses of the addressees should be given. (D. B., Dec. 13, 1928.)

Sales Publications (see pp. 6, 45, and 46) : In preparing letters which contain references to sales publications attention should be given to the fixed policy of the Bureau with respect to the free distribution of publications, as far as they are available, to certain classes. These classes are enumerated in Bureau Circular No. 113. (D. B., Dec. 15, 1928.)

## REVISIONS

[This page is to be used for making note of revisions of the Manual which will appear from time to time in the Daily Bulletin.]

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## THE VARIOUS CLASSES OF CORRESPONDENCE

**Correspondence with Members of Congress.**—In addressing Senators and Representatives use "My dear Senator" and "My dear Congressman," or, in the case of a woman official, "My dear Mrs. ———." In addressing these officials in Washington use the following forms:

Hon. John Jones,  
United States Senate,  
Washington, D. C.

My dear Senator:

Hon. James Smith,  
House of Representatives,  
Washington, D. C.

My dear Congressman:

Hon. Margaret C. Brown,  
House of Representatives,  
Washington, D. C.

My dear Mrs. Brown:

In addressing them at their homes use the following form:

Hon. John Jones,  
Lexington, Kentucky.

My dear Senator:

(See also p. 17, Salutation.)

When the title "Honorable" is used preceding the name of any individual, abbreviate it thus: "Hon."

The name of a Senator or Representative should not be followed by the letters "U. S. S." or "M. C."

When referring to Senators in communications to third persons use the form "at the request of Hon. John Jones, United States Senator." When referring to Representatives, use the form "at the request of Hon. James Smith, Representative in Congress," in preference to "at the request of Hon. James Smith, Member of Congress."

A carbon copy of a letter to a Member of Congress, written on thin letterhead marked "Duplicate copy," and including whenever possible a duplicate of any inclosure going with the

original outgoing letter, should accompany that outgoing letter as a part of the inclosure. The initials of the dictator and stenographer should not appear on this carbon, which in some instances will be the only inclosure. (A duplicate carbon copy as inclosure should not accompany a letter to a Member of Congress prepared for the Secretary's signature.)

A constituent's letter should be returned for the Congressman's files whenever possible.

**Signature and reference number.**—Generally the Director desires to sign all letters to Members of Congress except certain routine letters prepared in the Correspondence Division and the Personnel Section. However, this arrangement is in no way intended to impair valuable Congressional contacts of members of the Bureau's staff (which should, of course, be kept up). If, in some exceptional case, therefore, a letter to a Member of Congress is signed by a division chief, such letter should be routed through the office of the appropriate Assistant Director before it is forwarded. Congressional letters prepared for the Director's signature should also be routed through the appropriate Assistant Director.

Regardless of the signature, in nearly all cases the reference number of the division preparing the letter should be given.

See page 9 for carbon copies required and page 10 for arrangement of letters.

**Correspondence with other Departments.**—The following points should be observed in such correspondence:

(1) *For the Secretary's signature.*—Letters involving questions of policy to Cabinet officers and the heads of independent boards or commissions of the Government should be prepared for the signature of the Secretary. All routine letters to the above should be prepared for the signature of the Acting Secretary (see pp. 19 and 20, Acting and Assistant Secretary). Note exceptions under paragraph 6.

(2) *For signature of the Director or Acting Director.*—Letters to Government officials of a rank comparable with the position of Director of the Bureau of Foreign and Domestic Commerce should be prepared for the signature of the Director or Acting Director. (See also par. 6.)

(3) *For the Assistant Director's signature.*—Letters to Government officials of a rank below that of the Director of

the Bureau of Foreign and Domestic Commerce and letters of a routine character to all other Government officials (with certain exceptions as indicated under pars. 1, 4, 5, and 6) should be prepared for the signature of the Assistant Director. The Assistant Director (Mr. Hopkins) signs some letters relating to fiscal matters (see under "Administrative Assistant," p. 51).

(4) *For the Administrative Assistant's signature.*—Routine letters to the Treasury Department, such as letters transmitting bonds for approval, requisitions for check books for special disbursing agents, etc., should be prepared for the signature of the Administrative Assistant. (See p. 50.)

(5) *For the Division Chief's signature.*—There will be cases where it is desirable for a division or section chief to communicate direct with Government officials, by reason of personal acquaintance or as a result of conferences, etc. It is not the purpose of sections 2 and 3 to prohibit the signing of such correspondence by division or section chiefs.

(6) *For the Liaison Officer's signature.*—Correspondence between the Bureau and the Department of State regarding the field information service of the Department of State or of the Department of Commerce should be signed by the Liaison Officer or by the Director. The Director signs important letters involving policy with regard to the above, but, before preparing such letters for the Director's signature, the Liaison Officer should be consulted. Any letter prepared for the signature of the Director containing criticism or commendation of a consul's work should be routed through the Liaison Office.

With the exceptions indicated, the Liaison Officer will sign the following classes of correspondence:

- (a) Requests from the Division of Regional Information or commodity or technical divisions for information from any field officer of the Department of State.
- (b) Letters forwarding questionnaires.
- (c) Letters containing suggestions regarding the information service of the consuls.
- (d) Letters regarding World Trade Directory reports.
- (e) Letters regarding trade complaints.

(f) Letters containing minor criticism or commendation of a consul's work.

(g) Letters requesting the forwarding of cables to or from consular officers (p. 52).

See page 30 for supplementary instructions.

Liaison letters to the State Department should be addressed as follows:

Hon. Wilbur J. Carr,  
Assistant Secretary of State,  
Department of State,  
Washington, D. C.  
Attention: A-C/C.

My dear Mr. Carr:

Liaison letters, excepting those prepared for the Director's signature, should be signed: (Name), Liaison Officer. (The name of the Liaison Officer may be obtained from the Foreign Service Division.)

Some liaison letters must necessarily be written to Government offices other than the State Department, such as certain communications to the Department of Justice, the Federal Trade Commission, etc. When in doubt regarding such letters, consult with the Liaison Officer.

See pages 10 and 12 relative to carbons and arrangement of liaison letters.

**Correspondence referred to other Government Departments.**—When an inquiry addressed to the Bureau can be answered partially by data obtainable in another Government Department, it is often advisable for this Department to obtain such information on behalf of the inquirer, giving credit to the originating Department. However, if this procedure seems unwarranted, the inquiry may be referred to the other Department for handling, on Form 72, if a more personal letter of transmittal is unnecessary.

When it is desired to refer to another Government office the entire communication from the inquirer, a part of which is being handled by this Department, a copy of the inquirer's letter should be sent and the original incoming letter retained in the Bureau's files. A carbon copy of the Bureau's letter to the inquirer should also be sent to the other Government office for its information.



When not partially handled by this Department, an original letter of inquiry may be transmitted to the appropriate Government office on Form 68, no copy of the original letter being retained in the Bureau.

It is desirable that all divisions referring inquiries of any kind to other Bureaus or Departments should indicate clearly, by number or otherwise, the division making such reference, as other Departments frequently ask the Bureau for further information and it is necessary to identify the division that originally handled the inquiry.

**Intradepartmental correspondence.**—This may be addressed as is general correspondence (see p. 2) and signed as is correspondence with other departments (see p. 35, numbered pars. 2 and 3). Note that all letters to other Bureaus or divisions of this Department regarding fiscal matters will be signed by the Assistant Director (Mr. Hopkins), the Administrative Assistant, or the Chief of Accounts. (See pp. 50 and 51.)

**Intrabureau correspondence.**—Usually handled by memorandum. Only the requisite number of carbons for the originating division and the carbon for General Files (12) are required.

**Correspondence with District and Cooperative Offices.**—An up-to-date list of these offices may usually be found in the latest issue of Commerce Reports. When full addresses are required, apply to the Division of District Offices for such information. See Letters to above offices for the Director's signature, page 41.

Memoranda to district offices should be addressed as follows:

To: New York District Office.  
From: Transportation Division.  
Subject: The B. & O. Canal.

When the memorandum is intended for the attention of some particular person, the following form would be appropriate:

To: New York District Office.  
(Attention: Mr. Hodgson.)  
From: Etc.

The above "To," "From," and "Subject" notations should be double spaced.

Envelopes or mailing labels (franks) are not required for district office memoranda or letters.

Memoranda to cooperative offices may be addressed as follows:

Foreign Trade Secretary,  
Chamber of Commerce,  
Cleveland, Ohio.

The B. & O. Canal.

The above form of address does not require an envelope.

See page 13 regarding envelopes for Cooperative Office communications and other ways of addressing Cooperative Office memoranda. A letter or memorandum to one of these offices requires a mailing label (frank) if it is too bulky to be sent in an ordinary letter envelope.

Memoranda to District and Cooperative Offices should include neither salutation nor complimentary closing.

Although the memorandum form, being simpler, is preferable, communications to District and Cooperative Offices may be prepared in the regular letter form when it is desired to give such messages a personal touch.

To simplify filing in the Washington office and in the field, a communication should embrace but one specific subject or closely related matters.

In every reply to a letter from a District or Cooperative Office, reference should be made to the date and subject, and also file number, if given, of the incoming letter.

Generally memoranda or letters to District and Cooperative Offices are signed by the chief of the division or section in which prepared. On the left-hand side of the page, two spaces below the level of the main signature and beginning at the margin, there should appear the following countersignature:

Forwarded:

(Name.)

Chief, Division of District Offices.

Sufficient space should be left below the word "Forwarded" so that the countersignature will not be crowded. (See letters for the Director's signature, p. 41.)

When writing the same memorandum to a number of District or Cooperative Offices it is often desirable to make use of thin letterheads, sending clear carbons as originals. In such

cases the carbon that ordinarily would be pinned to the original District or Cooperative Office letter or memorandum should be omitted and only the carbons for the originating division and one carbon each for the files of the District Office Division (10) and the General Files (12) are required. On these file carbons should be indicated the names of all offices to which the communication is being sent, except that when the letter goes to "All District and Old Plan Offices," to "All District Offices," to "All Old Plan Offices," or to "All District and Cooperative Offices" it is not necessary to list the offices on the file copies.

Envelopes should accompany cooperative office memoranda prepared on thin letterheads as above outlined.

When the communication is to go to only a few offices it may be written on thin letterheads and addressed as follows:

To: Chicago Office.  
New York Office.  
Detroit Office.  
St. Louis Office.  
From: Etc.  
Subject: Etc.

The intended destination of each carbon may be checked or underlined.

When the same communication is to be sent to a number of District and Cooperative Offices, it may be written on thin letterheads, as follows:

To:  
From: Etc.  
Subject: Etc.

The name of the office of destination should be filled in on each copy individually.

When a communication is to be sent as a general circular to all offices it may be found most convenient to write it on thin letterheads, as follows:

To: All District and Old Plan Cooperative Offices.  
From: Etc.  
Subject: Etc.

The name of the particular office of destination may be written on each carbon in the upper right-hand corner, the Cooperative Office copies requiring envelopes. (In this case listing of the offices on file copies is not necessary; see p. 40.)

When the memorandum is addressed to "All District and Cooperative Offices," the entire list of those offices as given in Commerce Reports should be used.

A list of "Old Plan" cooperative offices is given on page 46.

*For the Director's signature.*—Letters to District and Cooperative Offices containing criticisms of or special comments on employees are signed by the Director or Assistant Director in charge of district office work. (See p. 44.)

A communication to a member of the Bureau's staff for the signature of the Director, Acting Director, or an Assistant Director should be written in letter form and should not be countersigned. The salutation should be "Dear Butler," "Dear Hodgson," etc., omitting the prefix "Mr.," and the reference number should be that of the Director, Acting Director, or Assistant Director according to signature.

When a number of identical letters are to be written for the Directors signature, a copy should first be submitted to his office for approval.

See page 16 for instructions regarding the preparation of other letters for the Director's signature.

For carbons and arrangement of letters to District and Cooperative Offices see pages 10 and 12.

*Correspondence with foreign offices of the Bureau.*—See page 44 regarding above letters to foreign offices for the Director's signature.

The memorandum form is preferable when writing a communication to a foreign field officer which is not to be signed by a Director. When the communication is intended for the attention of some particular person, the following form would be appropriate:

To: Paris Office.  
(Attention: Mr. —, Commercial Attaché.)  
From: Automotive Division.  
Subject: European Automobile Production.

The above notations should be double spaced. Neither salutation nor complimentary closing should be given on a memorandum.

When sending the same memorandum to a number of foreign field offices, carbon copies written on thin letterheads may be sent as originals. (For instructions relative to the use of thin letterheads, see pp. 39, 40, and 41, but no envelopes need be prepared for foreign office copies.)

When it is desirable to give a personal touch to a communication to a foreign field officer, it should be written as a letter and not as a memorandum. Since communications ordinarily go via pouch or special package, the following is sufficient address:

Mr. Raymond C. Miller,  
American Commercial Attaché,  
Brussels, Belgium.

Dear Mr. Miller: (Or salutation as desired.)

Usually neither envelopes nor mailing labels are required. However, when it is desired to send a letter through the open mail, see "Foreign mail," page 14.

An up-to-date list of foreign field offices and the men in charge may be found in the latest issue of Commerce Reports, or obtained from the Foreign Service Division.

Military titles should be omitted in addressing commercial attachés and other field officers. Academic titles should also be omitted unless there is special reason to believe that a particular official desires to be so addressed.

The title "Acting Commercial Attaché" should not be used in writing to men in the field unless they have been so designated by the Secretary of State.

To simplify filing in the Washington office and in the field, a communication should embrace but one specific subject or closely related matters.

In every reply to a letter from the Foreign Service reference should be made to the date and subject (and number if one is given) of the incoming letter.

In sending mail to any one of the Bureau's Canadian offices the phrase "Bureau of Foreign and Domestic Commerce" should be omitted from the address, as it might be inter-

preted by the Canadian Post-Office authorities as referring to a somewhat similarly named Canadian Government office. (See also p. 15.)

When a green tag is attached to an incoming letter from the Foreign Service it indicates that a reply is expected. This tag acts as a suspense notice and should be left attached to the inquiry until the reply is ready, at which time it should be filled out and pinned to the outgoing letter. If it is decided that a reply is unnecessary, a notice to that effect, together with the green slip, should be sent to the Foreign Service Division. The questions under "State whether an acknowledgment or reply" need not be answered.

All letters to foreign field officers dealing with the trade promotional services of the Bureau and which are signed by the chief of a commodity or technical division (see p. 44) should contain the following indorsement in the lower left-hand corner:

Forwarded:

Louis Domeratzky,  
Questionnaire Committee.

This correspondence passes through the Division of Regional Information, where it may be stamped as follows:

"Urgent" (precedence over all except cabled inquiries).

"Important" (precedence over ordinary routine).

"Regular order."

The regional division will be guided by its own discretion in the use of these stamps.

All correspondence with foreign field officers relative to administrative matters which is not signed by the Director, Assistant Director, or Chief of the Foreign Service Division (see p. 44) should contain the following indorsement in the lower left-hand corner:

Forwarded:

(Name.)

Chief, Foreign Service Division.

This regulation applies to all correspondence relative to personnel, accounts, supplies, Bureau publications, etc.

Whenever a communication is indorsed in the lower left-hand corner, sufficient space should be left under the word "Forwarded" so that the countersignature will not be crowded.



See page 10 regarding carbon copies of letters to foreign offices, and page 12 for arrangement.

*Signing of letters to foreign field officers.*—Communications to field officers abroad will be signed by—

(1) Director or Acting Director: (a) Expressing special commendation or criticism, (b) involving important changes in salary or post, (c) giving orders requiring extensive investigation and reporting.

In preparing letters to members of the Bureau's foreign service for the signature of the Director or the Assistant Director in charge of personnel and administration (see par. (2) below), the salutation should be "Dear Cooper," "Dear Herring," etc., omitting the prefix "Mr." The reference number given should be that of the Director or Assistant Director according to signature. The above communications should be in letter form and should not be countersigned.

When a number of identical letters are to be written for the signature of the Director, Acting Director, or Assistant Director, a copy should first be submitted to the office of the official concerned for approval.

See also pages 16, 17, and 18 for instructions regarding the preparation of letters for the Director's signature.

(2) Assistant Director in charge of personnel and administration: Regarding important personnel or administrative matters. (See par. (1) relative to salutation and reference number.)

(3) Chief of Foreign Service Division: Regarding administrative matters such as personnel, accounting, supplies, etc., under the direction of the Assistant Director in charge of personnel and administration.

(4) Chief of the Division of Regional Information: Relating to the reporting activities of the foreign staff.

(5) Chief of any division or section: Excluding classes covered by paragraphs (1) and (2), letters to officers in the foreign service regarding the work of his unit may be signed by the chief of any division or section in the Bureau and the requirements of paragraphs (3) and (4) above met by the countersignatures, respectively, of the Chief of the Foreign Service Division and Louis Domeratzky, Questionnaire Committee. (See p. 43.)

The Foreign Service Division will continue to see that letters covered by paragraphs (1), (2), and (3) are routed through the Division of Regional Information.

*General.*—The question of determining appropriate exceptions as indicated above is necessarily a matter of individual judgment on the part of the person preparing the letter. It is not believed, however, that any special difficulties should be encountered in this respect. Letters falling within any of the above classes and addressed in a personal way to the Director or to an Assistant Director should, of course, be replied to in every case over his signature.

All mail for the foreign service will be dispatched by routing through the Foreign Service Division (7) and the foreign mails section (43), except mail for Canadian offices of the Bureau. (See p. 15.)

*Letters of introduction to Bureau representatives abroad.*—A letter of introduction to one of our foreign field officers is prepared in the Foreign Service Division from data furnished by the division interested. For data required by the Foreign Service Division, consult that division or see Bureau Circular No. 49.

The Bureau does not issue letters of introduction to American consuls. Correspondents who ask the Bureau for letters to consuls should be advised to take the matter up with their Representative in Congress.

*Correspondence with firms and individuals in territory covered by District or Cooperative Offices.*—

*Cooperation with District and Cooperative Offices.*—There is a tendency in the Bureau to overlook the field offices when replying to inquiries. Frequently additional information is necessary before definite assistance can be rendered to a client. In such a case, particularly, the services of the field offices should be kept in mind and the correspondent should be encouraged to supply the additional particulars through the appropriate District or Cooperative Office rather than direct to Washington.

When supplying information to an addressee in territory covered by a District or "old plan" Cooperative Office, that office should always be mentioned as being in a position to render service and as maintaining a sales stock of the Bureau's



publications, copies of trade opportunities, trade lists, special circulars, etc. ("Old plan" cooperative offices are in a position to give practically the same service as a regular district office.) At the present time (1928) "old plan" cooperative offices are located in Baltimore, Chattanooga, Cincinnati, Cleveland, Newark, and Rochester. (See p. 30.)

A "new plan" cooperative office (all cooperative offices exclusive of "old plan") does not have a sales stock of Bureau publications or copies of trade opportunities, trade lists, etc. These offices do, however, maintain files of printed publications of the Bureau. In writing to correspondents in a city where a "new plan" office is located that office should be mentioned, and it should be stated that information concerning the Bureau's work and publications can be obtained through that office and that the manager will gladly assist the correspondent in getting Bureau material through the appropriate district office. (See p. 30.)

Applicants for listing on the "Exporters' Index" should be informed that their applications (Form 57), when properly executed, should not be returned direct to the Bureau, but should be forwarded in duplicate to the appropriate district or "old plan" cooperative office for approval.

It is the duty of the stenographer to see that the appropriate district or cooperative office is referred to in correspondence in connection with the rendering of the services mentioned above. As previously indicated, when the addressee is located in a city covered by a cooperative office (either "old" or "new" plan), that office should be mentioned. A list showing the territory allocated to the various offices should be available in all divisions. The allocation of territory will change as new offices are added, and the stenographer should see that the list in use is kept up to date.

Instructions have been issued to the effect that every answer to a commercial inquiry going to an American firm or individual should close with a paragraph somewhat as follows (except where it would obviously be inappropriate):

"It is hoped that this will be of some assistance to you. If we can be of further service, please do not hesitate to call upon us here in Washington or through our District (or Cooperative) Office in ———, located at ———."

This closing paragraph, meant to be a reminder of the facilities available in our field offices, is appropriate even though the district or cooperative office is referred to in a preceding part of the letter in connection with Form 57, the sale of publications, or other services. In such case, however, the address should not be repeated.

Every stenographer, typist, and dictaphone operator or other employee actually typing outgoing letters should feel responsible for the inclusion of a closing paragraph in accordance with instructions above stated. The Correspondence Division has been authorized to return for correction letters which do not contain this reference.

*Explanation of carbons "10."*—The most practical method of keeping the district and cooperative offices and the Bureau informed of each other's work as handled by correspondence is to exchange carbon copies of letters. The carbon marked "10" (routing number of the Division of District Offices), which should be made when writing to a firm or individual located in territory covered by a district or cooperative office, is the "exchange" copy for that particular office. For example (at present, 1928), a carbon copy of a letter written to an address in Connecticut will be forwarded for the files of the New York district office, unless the addressee is in Bridgeport, where there is a cooperative office of the Bureau, in which case the carbon copy "10" will be sent to the latter office. This carbon is transmitted by the Division of District Offices and therefore carries the routing number of that division. No carbon "10" should be prepared when writing to an addressee in Washington, D. C., or any other territory directly covered by the Washington office of the Bureau. (See list showing allocation of territory, also par. (4), p. 10, regarding letters to Members of Congress.)

A carbon "10" should also be furnished, for the files of the Division of District Offices, when a letter is written by the Bureau direct to a district or cooperative office. (For arrangement of carbons, see p. 11.)

*Correspondence with firms and individuals in foreign countries.*—In general, letters to the above may be signed by a division chief. However, practically the same rules apply to the signing of foreign letters as are in effect with respect to

domestic mail; that is, the more important letters should be for the signature of the Director or an Assistant Director.

Letters to firms and individuals in foreign countries are sent in a pouch or special package to the appropriate foreign office of the Bureau, reviewed by that office, and forwarded. For example, a letter addressed to a correspondent in territory covered by the London office is forwarded to the American Commercial Attaché in London for transmission to the addressee. (See p. 14 regarding envelopes and mailing labels.)

A carbon copy for the files of the appropriate foreign office of the Bureau should be prepared and forwarded with the letter. This carbon should be clipped, not pinned, to and beneath the original outgoing letter to the foreign addressee and should not be marked (routed).

The foreign offices of the Bureau should feel at liberty to modify these letters, rewriting them when that course seems desirable, or they may withhold the delivery of a communication entirely and take the matter up personally with the addressee.

When it is desired to send a letter to a foreign firm or individual by open mail (see p. 14), the carbon for the files of the appropriate foreign office of the Bureau should be prepared as usual but marked "7" for forwarding through the Foreign Service Division. (See p. 15 for letters to Canada.)

See page 12 for arrangement of letters.

**Correspondence with diplomatic or consular officers of foreign countries located in the United States—**

(a) *Diplomatic*.—(Any representative of a foreign country connected with an Embassy or Legation is a diplomatic officer.) Correspondence with diplomatic officers of foreign countries, located in the United States, should, in general, be conducted through the Department of State. At times, however, this Bureau has occasion to address these officers, or some minor officers or employees connected with foreign embassies or legations, and in such cases the title and name given in the Diplomatic List, issued monthly by the Department of State, should be followed, with the following exceptions: Where an address is followed by the letters E. E. and M. P., or Amba-

sador E. and P., the titles should be "Minister of Colombia" or "French Ambassador," as the case may be.

Note the following examples:

Informal.

Dr. Enrique Olaya,  
Minister of Colombia,  
Washington, D. C.

My dear Mr. Minister: (or My dear Dr. Olaya:)

Informal.

Mr. Paul Claudel,  
French Ambassador,  
Washington, D. C.

My dear Mr. Ambassador: (or My dear Mr. Claudel:)

Informal.

Sir John Joyce Broderick,  
Commercial Counselor to the British Embassy,  
Washington, D. C.

My dear Sir John Broderick:

Copies of the monthly Diplomatic List, mentioned above, are on file in the Correspondence Division. Addresses of foreign Government officials located in the United States may also be obtained from the latest edition of the Congressional Directory.

In those instances where the Bureau has occasion to communicate direct with foreign diplomatic officials located in the United States, in reply to letters addressed direct to the Bureau by such representatives, or where personal acquaintance or contact makes this the most effective procedure, the word "Informal" should be written two spaces above the address, and such letters may be signed by the Director or division chief as appropriate. When there is no specific reason why it should be signed by a division chief, a communication to the head of a foreign embassy or legation should be prepared for the Director's signature.

(b) *Consular*.—Letters to consular representatives of foreign countries stationed in the United States need not be marked "Informal." Such correspondence, when it relates to other

than political questions, may be carried on direct and signed by the division or section chief.

**Correspondence with outside offices requesting printed material.**—Requests for printed material issued by any business house, bank, trade association, other Government office, or, in fact, any source except the Bureau of Foreign and Domestic Commerce, should be made in the form of a memorandum addressed to the Chief of the Supply Division. There is no objection, however, when such method is preferred, to the interested division preparing and signing the request, provided the original outgoing letter and an extra carbon copy (marked "43") is sent to the Supply Division, and provided further that the letter (request) indicates that the material is to be forwarded to the Chief of the Supply Division, Commerce Building, and not direct to the interested division. This procedure applies to requests for publications and printed material of all types (except Bureau publications), including free publications.

**Correspondence relating to publicity.**—These letters will, in general, be signed by Mr. Croghan as follows: P. J. Croghan, Editorial Division.

**Classes of mail not mentioned above.**—Letters that can not be classified in one of the groups previously provided for should be prepared for the signature of officers as indicated in the following paragraphs.

**Administrative Assistant.**—All routine letters to other bureaus or divisions of this Department regarding fiscal matters.

Routine letters to Treasury Department, such as letters transmitting bonds for approval, requisitions for check books for special disbursing agents, etc.

All letters and vouchers pertaining to fiscal matters in the absence of the Chief of the Accounting Section or his assistant.

In the absence of the Chief of the Supplies Section, all letters regarding supplies, equipment, and printing; also requests for publications. (Memoranda should be sent to the Supply Section, requesting that publications be obtained, giving title of publication, name of publisher, and cost. See p. 50.)

In the absence of the Chief of the Personnel Office, letters advising candidates of ratings given by Civil Service Commission; all correspondence with Civil Service Commission regarding personnel matters, and correspondence with applicants for positions with the Bureau.

**NOTE.**—Correspondence relating to fiscal matters is signed by Assistant Director, Administrative Assistant, or Chief of Accounts. Consult Chief of Accounts Section for details.

**Assistant Director.**—Letters advising unsuccessful candidates of their failure to qualify for positions.

Letters to secretaries of commercial organizations in the United States (domestic or foreign), presidents or other executive heads of banking institutions, and to railroads and express companies, committing the Bureau to important work but not involving change of policy.

**Director.**—Letters committing the Bureau to any new general policy.

**Chief Clerk of the Department.**—Such letters are occasionally prepared. They require a carbon copy for the Chief Clerk's Office and should be written on Chief Clerk's stationery.

**Cables.**—*To foreign offices of the Bureau or to foreign firms.*—Such cables (or radiograms) will be prepared in the Communications Section, Transportation Division, from data outlined in memorandum request, double spaced, written on regular Bureau letterhead, addressed to the Communications Section and signed by the division chief. The only carbons of this memorandum required are those desired for the files of the originating division. (The original copy of the memorandum is sent to General Files, "12.") This memorandum request should be approved by the Division of Regional Information, the Foreign Service Division, and Mr. Hopkins before being routed to the Communications Section for action, and to expedite service it should be sent by special messenger—never intrusted to the regular mail delivery. When the cable message is to be charged to a private firm or individual, a notation to that effect should be made on the memorandum, giving name of firm, street address, and city.



For purposes of Bureau administration, telegraphic messages to all offices in Canada and Mexico are considered as cables and will be written by the Communication Section upon memorandum request.

*To Consuls.*—Request for the forwarding of a cable to a consular officer should be prepared in the form of a regular liaison letter to the State Department. (See pp. 10, 12, and 37 for instructions relative to address and signature, carbons, and arrangement of liaison letters, respectively.) An extra copy of such liaison letter should be prepared and marked "5" for the Accounts Section. If the cable is to be charged to a firm or individual, this carbon "5" should be attached to a memorandum accompanying the liaison letter, but addressed to the Accounts Section, giving the name of the firm, street address, and city.

A liaison letter of the above type should be sent by messenger, not by mail, to the Liaison Officer for immediate transmittal to the State Department.

*Radiograms.—Foreign.*—To be prepared and approved in accordance with instructions under "Cables to foreign offices of the Bureau or to foreign firms," page 51.

*Domestic.*—(See p. 53 for general instructions regarding preparation.) (1) To firms or individuals: These messages should be signed "Bureau Foreign Domestic Commerce," unless the sender is personally known to the addressee, in which case he may use his own name. Signature should be typed below the message, and no title should be used.

Domestic radiograms must be approved and initialed by the Chief of the Correspondence Division. They must also bear, in the lower left-hand corner of the original copy, initials showing administrative approval of the originating division.

A message to a firm, the charges on which are to be met by that firm, should be sent "collect," the word "Collect" appearing immediately above the address.

(2) To District and Cooperative Offices: These radiograms may be signed by the Director, Assistant Director, or Division Chief, as appropriate. The signature should be typed below the message, and no title should be used.

In addition to the initialed approval of the Chief of the Correspondence Division and initials showing administrative approval of the originating division, radiograms to district and

cooperative offices must be approved and initialed by the Chief of the Division of District Offices.

If a message to a district or cooperative office is to be charged to a private firm, a notation to that effect should be made underneath the signature, giving the name of the firm, street address, and city.

Domestic radiograms are prepared in the division of origin. They should be double spaced, written in capital letters, with no punctuation marks, the initials of dictator and stenographer appearing on all copies, including the original, and should be written on special Navy radiogram paper provided for the purpose and obtainable in the Communications Section. Carbons should be made on letter-size thin white paper. Carbon copies required are: One to be pinned to the original message; one marked "Confirmation copy" and accompanied by an addressed white envelope when message is directed to firm, individual, or cooperative office of the Bureau (no envelope required for district office message); one marked for the Communications Section; one for the Division of District Offices (10); one for General Files (12); and such number of copies as are required for the division of origin.

*Telegrams.—Foreign.*—For purposes of Bureau administration, telegraphic messages to all offices in Canada and Mexico are considered as cables and will be written by the Communications Section upon memorandum request. (See p. 51.)

*Domestic.*—(See p. 54 for general instructions regarding preparation.) (1) To firms and individuals: These messages should be signed "Bureau Foreign Domestic Commerce," unless the sender is personally known to the addressee, in which case he may use his own name. Signature should be typed below the message, and no title should be used.

These telegrams should be approved and initialed by the Chief of the Correspondence Division. They must also bear, in the lower left-hand corner of the original copy, initials showing administrative approval of the originating division.

A message to a firm, the charges on which are to be met by that firm, should be sent "collect," the word "Collect" appearing immediately above the address.

(2) To District and Cooperative Offices: These telegrams may be signed by the Director, Assistant Director, or the divi-



sion chief, as appropriate. The signature should be typed below the message, and no title should be used.

In addition to the initialed approval of the Chief of the Correspondence Division, and initials showing administrative approval of the originating division, telegrams to district and cooperative offices must be approved and initiated by the Chief of the Division of District Offices.

If a message to a district or cooperative office is to be charged to a private firm, a notation to that effect should be made underneath the signature, giving the name of the firm, street address, and city.

Telegrams are prepared in the division of origin. On the first line in the upper right-hand corner insert "Washington, D. C.," and the date (the date may be written opposite the address, as in a letter, if desired). On the second line insert "Foreign Domestic Commerce." The space provided for the appropriation from which the message is to be paid should be left blank.

If the sender desires the message to be sent either as a "day letter," "nite letter," or "nite," the appropriate designation should be typed immediately before the address; otherwise the message will be sent at the full Government rate. The telegram proper should be written in capital letters, double spaced, with no punctuation marks, and the initials of the dictator and stenographer should appear on all copies, including the original.

Telegrams to firms or individuals or to district or cooperative offices require: One original copy (Form 14, yellow); one carbon confirmation copy (Form 203B, yellow); one carbon copy for Communications Section (Form 203A, yellow); one carbon copy each on thin white paper for the Division of District Offices (10) and the General Files (12); and the number of copies desired by the division of origin. A white envelope should be prepared and clipped to the confirmation copy, when the telegram is addressed to a firm or individual or to a cooperative office of the Bureau (not required for district offices). Please note that only one original copy is required for all telegrams.

**Multiple-address telegrams.**—Divisions frequently have occasion to send the same telegram to different destinations. In

such case it is unnecessary to write individual messages. The several addresses, in place of the usual single address, may be typed before the text of the message, or these several addresses may be listed on a separate sheet, depending upon the number of the addresses and the length of the telegram.

**Registered mail.**—Official Bureau letters and packages can be registered (in Washington, D. C., only) without the payment of a registry fee. Specially printed envelopes or labels can be used, or, if these are not available, the regular envelope or mailing label (frank) should be prepared with the word "Registered" marked across the face. Free registration of official matter is an expense to the Postal Service, and this privilege should be used only when circumstances seem to require the special security thus afforded.

**Special delivery.**—There is no provision for free special delivery service for official matter. Official communications or packages for special delivery must have the required stamps affixed. Consult Supply Division or the Bureau mail room.

**Requisitions for photostat work.**—These requisitions should be prepared on Form 202 in the division or section for which the work is intended. Requisitions should be typewritten in duplicate, the original on Form 202 and the second copy on thin white paper, which need not be marked (routed).

**Typing of material for publication.**—To comply with requirements of the Editorial Division, material for publication should be typed as follows:

**General.**—All text double spaced; no underscoring; paragraphs not to be split, except where one paragraph will fill more than a page; in titles, subtitles, and headings of the text proper only important words capitalized; subtitles placed flush with the left-hand margin; liberal margins allowed on sides and at top; footnotes to appear on pages containing references (see further reference to footnotes under "Tables," below); file number of a report, when given, placed in upper right-hand corner of page.

**Tables (tabular material of two or more columns).**—Each table to be placed on a separate page with a heading, but unaccompanied by explanatory or introductory text, no matter how brief such text may be. Such explanatory or introductory material should be placed on a page by itself immediately pre-

ceding the table and should not be confused with any explanatory text in the form of footnotes, which belong on the same page with the table to which they refer. Numbers indicating footnotes should be inclosed by parentheses and should always be placed to the left of figures to which they have reference and to the right of words. Only the first word and proper names in the headings of tables should be capitalized.

There is given below a standard form for tabulated material, showing a main heading, lines inclosing or "boxing" the table proper, location of footnote references, and proper spacing:

*United States exports of hardwood lumber, January-June*

Species	1927		1928	
	Quantity	Value	Quantity	Value
	<i>Million feet</i>	<i>Thousand dollars</i>	<i>Million feet</i>	<i>Thousand dollars</i>
Ash.....	14	891	15	1,016
Birch, beech, and maple.....	4	322	7	396
Cottonwood.....	(1)	(1)	3	157
Gum, red and sap.....	27	1,364	26	1,284
Gum, tupelo and black.....		17	5	239
Walnut (2).....	5	596	7	(3) 902
Total.....	50	3,190	63	3,994

1. No data available. 2. American black. 3. Figures subject to revision.

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